

# Hospitality Follow Health, Safety, and Security Procedures



Published by the NSW Department of School Education. © November 2000

This work is copyright. Materials may be reproduced for the purposes of classroom teaching only. Apart from these purposes, no part may be reproduced by any process without the prior written permission of the publisher. These materials were supported by a grant from the Australian National Training Authority (ANTA).

These materials have a strictly limited print run. They are accompanied by a CD-ROM, on which they are replicated as portable document files (PDFs). These may be viewed and printed in Acrobat Reader (3.0 or higher).

# Contents

Personal and Environmental Hygiene .....	5
Personal Hygiene .....	7
Washing Hands .....	12
Chef's Uniform .....	15
Environmental Hygiene .....	19
The Cost of Workplace Illness and Injury .....	22
Safety in the Workplace .....	25
Unsafe Working Conditions and Practices .....	31
Preventing Falls, Burns and Cuts .....	36
Working with Chemicals .....	40
The Working Environment .....	44
Emergency Procedures .....	48
Fire Prevention .....	52
Security .....	56





# Personal & Environmental Hygiene

Customers expect the employer and the people who handle their food and drinks to work together to take the best care of customers' needs.

If customers are not provided with a clean and safe environment and high-quality food and beverages, then the business will eventually close because there are no customers.

There are two main areas that need attention to make sure that a hospitality establishment is safe and healthy. These are:

- personal hygiene
- environmental hygiene.

Customers expect to eat good food in a premises that is free of pests.

Customers also expect friendly, polite and clean staff who can operate equipment and prepare food in a safe way.




---

 ACTIVITY
 

---

## Personal & Environmental Hygiene

1) What do customers expect to find in a hospitality establishment?

---



---

2) What is hygiene?

---



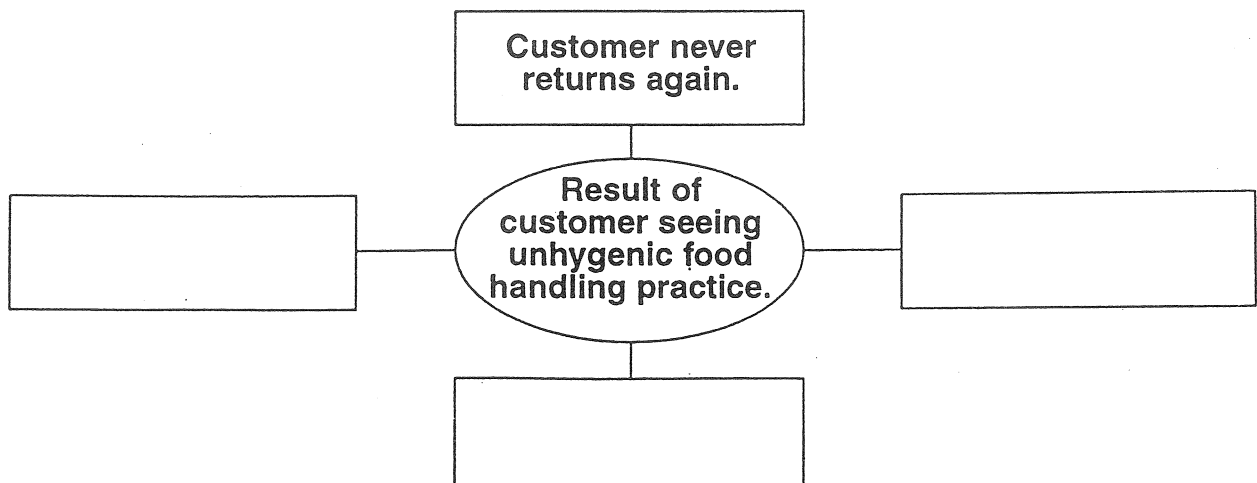
---

3) What are the two main areas that need attention to make sure that a hospitality establishment is safe and health?

a) \_\_\_\_\_

b) \_\_\_\_\_

4) A customer sees a non-hygienic food handling practice at their favourite restaurant. Make a mind-map of some of the possible consequences of this.



# Personal Hygiene

Personal hygiene is the individual's own standard of hygiene. Hospitality employees are responsible for both being clean and working in a clean way.

Attention to the following areas following areas will help you keep the standard of personal hygiene that is expected.

<b>Bath</b>	Shower or bath with soap at least once a day.
<b>Hair</b>	Wash hair often  Tie long hair up  Cover hair when working in the kitchen
<b>Skin</b>	Use a deodorant  Cover cuts and sores with a water proof dressing  Wear disposable gloves
<b>Nose/Mouth</b>	Do not touch your nose or mouth when working  Cover your nose and mouth when you  sneeze or cough, use tissues and  dispose of immediately and wash hands.
<b>Teeth</b>	Clean teeth twice a day and have regular dental checks
<b>Feet</b>	Wear comfortable and covered shoes
<b>Hands</b>	Wash regularly  Keep nails short and clean
<b>Jewellery</b>	Hospitality work is not the place for  jewellery as it harbors dirt and bacteria.




---

 ACTIVITY
 

---

## Personal Hygiene

1) What is personal hygiene?

---

2) Circle true or false for the following sentences.

a) It doesn't matter if you don't shower every day.

True ☐ False ☐

b) Clean your teeth twice a day.

True ☐ False ☐

c) Wash your hair regularly.

True ☐ False ☐

d) Wear a lot of rings to work.

True ☐ False ☐

e) When you wash your hands you help stop germs spreading.

True ☐ False ☐

f) Wear deodorant to work.

True ☐ False ☐

g) You can have long painted finger nails in the kitchen.

True ☐ False ☐

h) Wash your hands after you go to the toilet.

True ☐ False ☐

i) Wash your hands before you handle food.

True ☐ False ☐

j) You don't have to be fit to work in the kitchen.

True ☐ False ☐

k) You must wear clean shoes.

True ☐ False ☐

l) You don't need to cover your nose and mouth if you sneeze.

True ☐ False ☐

Total correct /12

- 3) Make a good grooming collage out of pictures of males and females who show signs of good grooming.
- 4) Use the words from the box to finish the sentences below

bath	shower	nose	wash
hands	hair	cover	nails

To make sure you present yourself to others as clean you should have a

\_\_\_\_\_ or a \_\_\_\_\_ every day.

If you touch your n\_ \_ \_ germs can be transferred to food, you should

w\_ \_ \_ your \_an\_s immediately.

You should wash your \_ \_ \_ \_ often with shampoo.

If you have a cut or sore you should \_ \_ \_ \_ it with a water proof bandage.

You need to keep your \_ \_ \_ \_ short and clean so germs can't get caught under them.

- 5) Circle the part of the sentences below that are not good personal hygiene.

a) Sandra showers every day.

b) Christine hardly ever washes her hair.

c) Sam wears the same apron every day for a week.

d) Rana keeps her nails short and clean.

e) Phillip blew his nose with a hanky and went straight back to cutting the vegetables.

f) Con had a shocking cold and was sneezing everywhere he went at work.

g) Sandra wore a beautiful gold ring and necklace to work.

h) Rana cut her hair short when she got the job in the kitchen.

i) Con always wears disposable gloves.

j) Sam had a quick smoke before he cut up the meat.

6) Write a reason for the following food handling rules. A food handler is someone who works in a kitchen or is responsible for food preparation.

### Rule

### Reason

a) Clean clothes, apron

and head gear must be

worn every shift.

b) Uniforms must not be

worn as street clothes.

c) Hands must be kept clean.

d) Nails should be kept short,

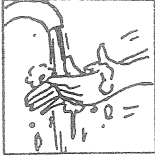
without nail polish.

e) Cuts, scratches and other

wounds must be covered with

a waterproof bandage and

changed regularly.



---

**ACTIVITY**

---

## Washing Hands

- 1) Why is hand-washing very important for people who handle food?

---

- 2) Make a list of the times you will need to wash your hands while you are working in a kitchen.

---

---

---

- 3) Why should you wash hands after handling raw foods?

---

- 4) Put the following steps for hand washing in the correct order by numbering the boxes.

☐ Rinse your hands with warm water Rub your hands together and between your fingers.

☐ Nail brush under your nails.

☐ Dry your hands using a disposable towel.

☐ Wet your hands with warm water.

☐ Lather for 60 seconds.

☐ Apply liquid soap.

- 5) You have seen another worker touch their face while preparing vegetables. They have not stopped to wash their hands. What could you do?

---

---

---

- 6) You have just taken a clean looking bag of rubbish to the garbage area.

a) Do you need to wash your hands

Yes / No

- b) Another worker saw you take out the rubbish and noticed you didn't wash your hands before getting out a tray of lettuce. They said, 'Did you wash your hands?'

What should your reaction be?

---

---

---



## 7) Find a Word

E	C	H	R	E	W	O	H	S	F	S	D
L	Q	O	T	H	Q	J	B	E	D	E	S
G	G	U	V	A	U	M	E	N	O	K	W
N	C	N	I	E	B	T	A	D	I	D	M
I	V	E	L	P	R	H	O	N	O	B	W
H	S	Q	B	H	M	R	F	E	R	A	Z
T	F	R	A	S	A	E	H	O	S	V	N
O	I	I	L	N	T	A	N	T	O	O	I
L	R	I	T	N	Y	S	H	T	U	D	N
C	A	T	O	I	L	E	T	S	D	O	W
N	P	E	R	S	O	N	A	L	A	V	M
J	E	W	E	L	L	E	R	Y	X	W	K

Bath  
Clothing  
Cover  
Deodorant  
Equipment  
Feet

Food  
Hair  
Hands  
Jewellery  
Mouth  
Nails

Nose  
Personal  
Shower  
Skin  
Toilet  
Wash

# Washing Hands

An important strategy for working in a clean way is having clean hands. You must wash hands regularly with warm soapy water and dry on disposable paper towel or with an air drier.

## Wash hands

- before starting work
- after using the toilet
- after handling garbage
- before handling food
- after eating
- after smoking
- after touching nose, hair, face or ears
- after handling raw foods example meat and fish
- after using a handkerchief
- when returning from a break

## Washing your hands

Hand washing for food handlers is not just a case of rubbing your hands together under a running tap. You should use anti-bacterial soap.

The correct procedure is.

- 1) Wet your hands with warm water.
- 2) Apply liquid soap.
- 3) Rub your hands together and between your fingers.
- 4) Nail brush under your nails.
- 5) Lather for 60 seconds.
- 6) Rinse your hands with warm water.
- 7) Dry your hands using a disposable towel.

# Chef's Uniform

## Wear a clean chef's uniform

Long sleeves, legs and double-breasted coat protect the body from heat and scalding.

Apron tied to the front so as not to catch ties on objects.

Hat to stop hair from falling into food.

White shows up grease and dirt.

Firm, non-slip shoes for safety.

Neck ties to help absorb perspiration.

## Personal & Environmental Hygiene

Yes

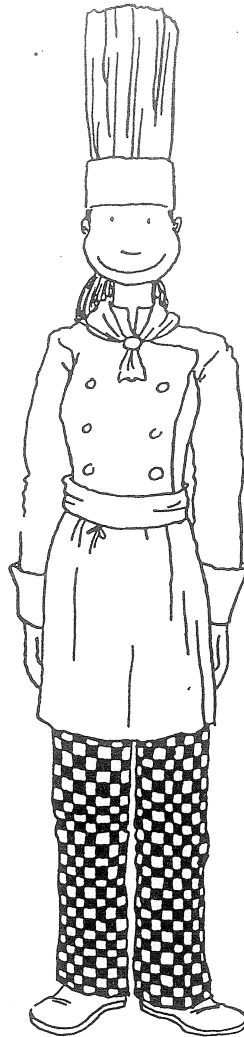
hat

neck tie

cuffs

long apron

check trousers



short hair

double-breasted jacket

long sleeves

clean hands and short nails

closed shoes

# Personal & Environmental Hygiene

No

body odour

greasy, untidy hair

unshaven face

smelly armpits

unclean hands and nails

torn apron



smoking

tea towel over shoulder

missing buttons

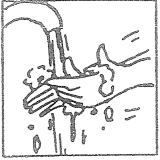
dirty sleeves and cuffs

dirty bandage

dirty apron

legs uncovered

uncovered shoes




---

 ACTIVITY
 

---

## Chef's Uniform

1) List what a well-prepared chef would have on.

---



---



---

2) Answer these questions about the chef's uniform.

a) What does a long sleeve coat and trousers protect?

---

b) Why is white a good colour for the uniform?

---

c) What will a neck tie do to help hygiene?

---

d) What are the best shoes for a chef?

---

e) When does tying the apron to the front help to prevent?

---

# Environmental Hygiene

Environmental hygiene is all the activities that prevent the build up of bacteria, pests and vermin that would make food unsafe to eat. Although all workplaces need to be kept as clean as possible, in food preparation areas the level of cleanliness needs to be higher.

## Examples of environmental hygiene practices

- Garbage bins raised off the floor
- Nothing stored on the floor
- Food protected from dust and flies
- Food preparation areas should be all lined with stainless steel
- Areas in kitchen designed to prevent cross-contamination
- Not serving left-overs
- Avoiding too much handling of food
- Storing food correctly
- Thawing food in the fridge
- Cooking and cooling food correctly
- Rotating the food – check use-by dates
- Thoroughly cleaning and sanitising the kitchen each day.




---

 ACTIVITY
 

---

# Environmental Hygiene

1) What is environmental hygiene?

---

2) Use the words in the box below to finish the sentences about environmental hygiene.

garbage	stored	floor	cool
protected	preparation	stainless	clean
cross	handling	store	each
thaw	cook	check	

1) \_\_\_\_\_ the kitchen \_\_\_\_\_ day.

2) \_\_\_\_\_ and \_\_\_\_\_ food correctly.

3) Rotate the food \_\_\_\_\_ use by dates.

4) Avoid too much \_\_\_\_\_ of food.

5) \_\_\_\_\_ food in the fridge.

6) S\_\_\_\_\_ food correctly.

7) Set areas in the kitchen to avoid \_\_\_\_\_ contamination.

8) The food \_\_\_\_\_ a \_\_\_\_\_ a \_\_\_\_\_

areas should be lined with s\_\_\_\_\_ steel.

9) Food \_\_\_\_\_ from dust and flies.



11) Nothing should be s\_\_\_\_\_o ed on the \_\_\_\_\_.

12) \_\_\_\_\_ bins should be raised off the floor.

2) Circle the key words you can find.

eachwkcleanflchecksafcooltrhcookisbthawstrstore

swesdethandlingstecrossbddytstainlesskgurd

preparationprotectedgarbagebdktyfloor

protection, ratio, fridge, clean, store, pest, pie, floor, prepare, rotate,  
thaw, leftover, rats

S	T	R	U	P	I	E	P
F	L	O	O	R	P	E	H
R	A	T	I	O	S	P	O
I	A	A	S	T	O	R	E
D	S	T	X	E	X	E	S
G	R	E	U	C	R	P	H
E	M	B	C	T	H	A	W
Y	O	I	W	I	I	R	E
L	E	F	T	O	V	E	R
C	L	E	A	N	D	L	E

# The Cost of Workplace Illness & Injury

The cost of accidents and injuries to the individual and to the economy are enormous. Many accidents happen in the workplace and accidents often cause injuries. The best way to prevent accidents and injury is to work safely.

## Cost of Accidents

### Human cost

- 700 people die each year from workplace accidents.
- Many more are injured.
- Confidence drops and so does output.

### Social cost

- Health care, hospitals, doctors and nurses
- Counselling and rehabilitation
- May need to be cared for by family and friends

### Economic cost

- \$12 billion a year
- Fines for employers if work practices were unsafe
- Insurance costs more if lots of claims are made
- Workers' compensation & disability pensions

### Organisational cost

- Reports, insurance claims
- Retraining staff to take over from the injured person
- Hiring new staff

---

**ACTIVITY**

---

## The Cost of Workplace Illness & Injury

- 1) Why is preventing accidents and injuries important at work?

---

- 2) What are the four main types of 'costs' of workplace accidents? Give an example of each.

a) 

---

For example

---

b) 

---

For example

---

c) 

---

For example

---

d) 

---

For example

---

3) Finish this sentence

The best way to prevent accidents and injury is

---



# Safety in the Workplace

## Duty of care

OH&S Acts and Regulations provide a legal framework for what is required in the workplace to make sure that workers are in a safe environment.

Under the Occupational Health & Safety Act (1993) employers have a 'Duty of Care' for the health, safety and welfare of their workers and customers.

Workers have a duty of care too, they must:

- take care of their own health and safety while at work.
- look after the safety of anyone else who could be affected by what they do.

## Employers role

- make the workplace and the area to the workplace safe.
- make the workplace healthy and safe for visitors.
- provide information, training and supervision in areas of work that you do not know or cannot perform.
- introduce and follow the Codes of Practice that are produced by OHS authorities in each state or territory such as WorkSafe Australia and WorkCover Authority in NSW.

This means that the employer will;

- train workers in using equipment safely.
- make sure the equipment used is safe and is well maintained.
- provide workers with safety equipment such as safety goggles, masks, gloves, aprons etc.
- make sure the work place is well lit and ventilated.

## Employees role

- work and use equipment in a safe manner.
- follow instructions from the employer.
- be aware of the health and safety of others.
- know how to respond in an emergency.

**If you have an  
accident at work  
report it to your  
supervisor**

This means that employees will;

- follow all safety directions
- wear safety equipment such as hats, goggles, masks etc.
- be aware of the common causes of workplace accidents and injuries
- report all hazards, accidents and injuries
- follow the supervisors directions and learn how to use equipment safely.

## **Codes of Practice**

WorkCover has special booklets called 'Codes of Practice'. These booklets tell workers how to safely do some jobs that are dangerous. There is a code of practice for example for manual handling and first aid. WorkCover also has many other booklets that explain how to work safely.

## **Kitchen health and safety**

All workers should be aware of the particular hazards and health and safety issues found in their workplace. These will change depending on the individual workplace.

Workplace policies and procedures

All employees should be aware of the occupational health and safety policies and procedures for their workplace. Ask your supervisor for help if you are not sure.

## **Reporting hazards**

- It is every employees responsibility to report any health and safety issues, hazards, injuries or accidents in the workplace.
- Report any person who is ignoring health and safety policies.
- All reports must be made to a supervisor or manager.

## **Occupational Health and Safety (OH&S) committees**

Many larger businesses have a committee for OH&S. In some states or territories this may be a legal requirement. The general aims of this committee is to:

- make sure employees participate in making safety policy and procedures
- make sure health and safety issues are addressed
- help everyone accept their responsibility to contribute to a safe workplace

In NSW a health and safety committee will be established in a workplace if:

- there are 20 or more people at a workplace and most of them request a health and safety committee
- requested by WorkCover.

Employers, may establish their own health and safety committee. In smaller businesses one person may be the OH&S officer.

## **Workers' compensation**

Accidents sometimes happen in the workplace. If you are injured or have an illness caused by your work there is a special payment called workers' compensation. These payments come from a scheme that is run by the state government.

If you are injured, you must fill out a claim form and give it to your employer. You will also need a medical certificate which describe your injury.

Workers' compensation provides injured workers with:

- payment of medical expenses
- rehabilitation programs to help them back to work
- compensation for wages lost
- lump sum payments for serious injuries such as loss of hand.

## **Reporting accidents**

If there is an accident, the following details will need to be known:

- How the accident happened
- Where the accident happened
- A description of the injury
- The date, time and names of any witnesses
- What action was taken.




---

 ACTIVITY
 

---

## Safety in the Workplace

1) Finish this sentence.

OH&S Acts and Regulations provide \_\_\_\_\_

\_\_\_\_\_

2) Match the employee safety responsibilities with the correct example.

Employee safety responsibilities	Examples
Follow all safety instructions	Marissa used the safe guard on the meat slicer
Be aware of common causes of workplace accidents and injuries	Pia had the flu and phoned work to say she was too ill to work with food.
Report any accident or injury at work immediately	Juan told his supervisor when he cut himself on the sharp corner of a metal shelf.
Give workers compensation reports to the employer	The meat slicer was jammed and Victoria couldn't use it. She went to her supervisor.
Use safe work practices	Peter always asked about safety instructions before using new equipment.
Report hazards such as damaged equipment	Karl helped a co-worker lift a box of tins from a high shelf because he knew it was dangerous.
Use safety equipment	Jewel gave her workers compensation report claim to the employer after she broke her leg on a slippery floor.



3) What do 'Codes of Practice' books tell about?

---



---

4) Find out the titles of any which apply to workers in the hospitality industry?

---



---



---

5) For each example, circle whether the employer, employee or both are responsible.

Hazards	Who is responsible?
a) Pest control was not maintained on a daily basis	Employer Employee
c) The employer removed the safety guard on the slicer	Employer Employee
c) The kitchen hand put his hand in front of the slicer to move it for cleaning. It was still turned on at the switch.	Employer Employee
d) The kitchen hand plugged the frayed electrical cord of the blender into the wall.	Employer Employee
e) The employer asked the kitchen hand to use the blender even though he knew it had a frayed electrical cord.	Employer Employee
f) The toaster wasn't working properly. The kitchen hand used a knife to dig out the toast.	Employer Employee

- 6) How could a new employee find out about the OH&S policies and procedures for their workplace?

---

---

---

- 7) If a restaurant has 15 employees must it have an OH&S committee? Yes / No

- 8) The employees of a country hotel would like to have an OH&S committee. Why do you think they might want one?

---

---

---

# Unsafe Working Conditions and Practices

Unsafe working conditions and practices can cause injury, illness or even death.

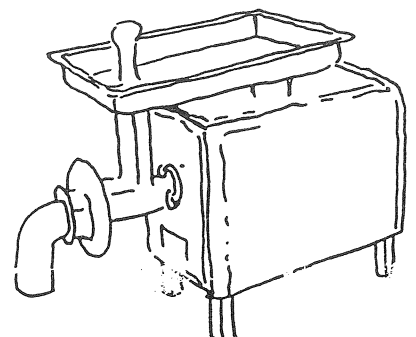
Any working condition or practice that puts a person at risk of hurting themselves is called a hazard.

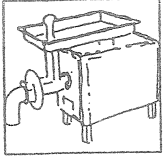
## Examples of kitchen hazards

- Stores or equipment blocking exit doors, passage ways etc
- Spills on the floor
- Faulty equipment
- Equipment with the safety guards removed
- Low lighting
- Incorrect storage, eg chemicals near food, heavy equipment up high.
- Unsafe shelving
- Incorrect use of equipment

## Safety when using equipment

- Do not use equipment unless training has been given.
- Follow manufacturers' instructions, ask for help, if needed.
- Pay attention to safety features.
- Turn off electricity before cleaning, plugging in, unplugging or removing the cord from the appliance.
- Make sure safety guards are in place.
- Don't mix water and electricity. Have dry hands when using switches.
- Keep electrical plugs in good condition.
- Clean by following manufacturers' instructions.
- Staff under 18 should not clean dangerous machinery.
- Avoid getting hands, hair and clothing caught in machinery.
- Do not use equipment that is known to be faulty.






---

 ACTIVITY
 

---

## Unsafe Working Conditions and Practices

1) Why are unsafe working conditions and practices dangerous?

---

2) Give an example of an unsafe working condition.

---

3) Give an example of an unsafe working practice.

---

4) For each of the tasks below an unsafe way of working is given. Write down what illness or injury could happen and a safer way of doing the task to reduce the risk.

a)

Task	Hazard	Type of accident
Carrying hot pots and plates	Carrying hot pots with a dirty wet towel	

You should always carry hot pots with a clean dry thick cloth or glove.

---



---

b)

Task	Hazard	Type of accident
Washing outside garbage bins	Cleaning the bins without gloves	Contamination of food prepared later, infection on hands if there are any grazes or cuts, damage to hands from water and chemicals

---



---

c)

Task	Hazard	Type of accident
Stirring a saucepan at the back of the stove	Leaning over a steaming hot saucepan	

---



---

d)

Task	Hazard	Type of accident
Disinfecting floor with chemicals	Cleaning without gloves	

---



---

e)

Task	Hazard	Type of accident
Storing chemicals	The supplier stored the chemicals next to the paper napkins	

f)

Task	Hazard	Type of accident
Mixing chemicals	There wasn't enough cleanser so the kitchen hand added cleanser from a different cleaning container	

- 4) Use the words from the box below to complete the points about using equipment safely.

dry	clean	caught	instructions	water	not	guards
plugs	safety	plugging	needed	training	off	hair

- Do \_\_\_\_\_ use equipment unless \_\_\_\_\_ has been given
- Follow manufacturers' \_\_\_\_\_; ask for help, if \_\_\_\_\_
- Pay attention to \_\_\_\_\_ features

- Turn \_\_\_\_\_ before cleaning, plugging in, \_\_\_\_\_ or removing the cord from the appliance
- Make sure safety \_\_\_\_\_ are in place
- Don't mix \_\_\_\_\_ and electricity. Have \_\_\_\_\_ hands when using switches
- Keep electrical \_\_\_\_\_ in good condition
- \_\_\_\_\_ by following manufacturers' \_\_\_\_\_
- Avoid getting hands, \_\_\_\_\_ and clothing \_\_\_\_\_ in machinery.

# Preventing Falls, Burns and Cuts

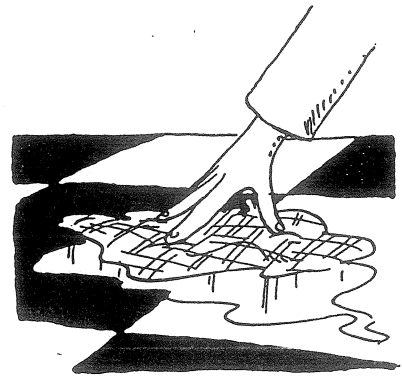
## Falls

Falls and strains can be caused by:

- bumping into things that can't be seen
- slipping on wet floors
- picking up items that are too heavy
- picking up items that are awkward
- losing balance when shelves are not safe or
- things not put away properly.

**They can be prevented by:**

- wiping up spills immediately
- good lighting
- non-slip floors
- correct storage and safe shelving
- wearing rubber soled shoes
- testing the weight of things before lifting
- bending from the knees, keeping the back straight
- asking for help when needed
- keeping work area tidy
- never running.



## Burns

Burns can be caused by:

- leaning over a steaming hot saucepan
- brushing against a gas flame
- picking up a hot saucepan without a pot holder



- knocking over a saucepan of hot liquid
- leaving hot oil unattended
- touching hot elements
- leaving spills.

### **They can be prevented by:**

- wearing long sleeves and safety shoes
- working carefully
- not overfilling saucepans
- seeing if pan handles are cool before picking them up
- using a dry cloth to pick up hot items
- warning people when carrying hot items.



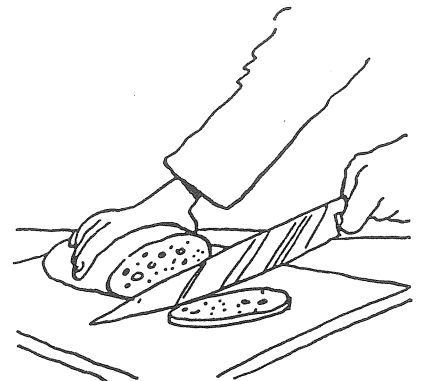
## **Cuts**

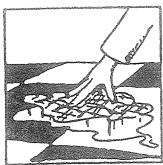
Cuts can be caused by:

- using the wrong knife
- using a blunt knife
- not handling items for cutting correctly
- not using a wet cloth under a chopping board
- not concentrating.

### **They can be prevented by:**

- using the correct knife for the job
- using a sharp knife
- keeping fingers out of the way when cutting
- fixing food on board so it does not roll around
- using guard on large equipment
- paying attention.





## ACTIVITY

# Preventing Falls, Burns and Cuts

1) What are two ways to prevent falls from happening?

a) \_\_\_\_\_

b) \_\_\_\_\_

2) Research what first aid treatment should be done for a suspected break or strain caused by a fall. Write a short summary in the space below.

---



---



---



---

3) What are two ways to prevent burns from happening?

a) \_\_\_\_\_

b) \_\_\_\_\_

4) Research what first aid treatment should be done for a suspected break or strain caused by a fall. Write a short summary in the space below.

---



---



---

5) What are two ways to prevent personal injury from happening?

a) \_\_\_\_\_

b) \_\_\_\_\_

6) Research what first aid treatment should be done for a suspected break or strain caused by a fall. Write a short summary in the space below.

---

---

---

---

7) Circle true or false for the following sentences.

a) Don't fill saucepans up too much.

True ☐ False ☐

b) Sharp knives help prevent cuts.

True ☐ False ☐

c) It's okay to run in the kitchen if you are in a hurry.

True ☐ False ☐

d) Place a dry cloth under a chopping board to stop it slipping.

True ☐ False ☐

e) Wipe up spills on the floor quickly.

True ☐ False ☐

f) Slippery floors help prevent falls.

True ☐ False ☐

# Working with Chemicals

Cleaning agents are chemicals. Many chemicals are hazardous substances. Hazardous substances can affect the health of people who come into contact with them.

Accidents happen when chemicals are:

- not mixed properly
- kept in the wrong container
- used for the wrong purpose.

The safe transport, use and storage of hazardous substances relies on hospitality workers having access to information about the hazardous substances that may be used in the workplace. There are two sources of this information. These are:

- container labels
- material safety data sheets.

## Labels

Container labels are the first sources of information chemicals. They usually give information about how to use the chemical safely and effectively.

You should always read the label before using a chemical. Ask you boss or another worker if you need help to understand the directions.

## Material Safety Data Sheets

All hazardous substances must have an information sheet called a material safety data sheet (MSDS). Employers have a legal obligation to have the current MSDS for all hazardous substances at work and to show it to workers at any time.

Before handling a hazardous substance you should know what the MSDS says.

## General safety rules

Chemicals should be:

- stored and labelled correctly.
- used in well-ventilated areas.
- used away from naked flames.



## ACTIVITY

## Working with Chemicals

- 1) Complete the form below based on the label information for a workplace chemical.

**Chemical Information**

Name \_\_\_\_\_

Manufacturer \_\_\_\_\_

Active ingredient \_\_\_\_\_

Poison schedule \_\_\_\_\_

Dangerous goods \_\_\_\_\_

Mixing Instructions \_\_\_\_\_  
\_\_\_\_\_Storage instructions \_\_\_\_\_  
\_\_\_\_\_Use instructions \_\_\_\_\_  
\_\_\_\_\_Safety instructions \_\_\_\_\_  
\_\_\_\_\_First aid instructions \_\_\_\_\_  
\_\_\_\_\_

2) What is an MSDS?

---

---

3) Write in your own words what the following terms mean.

a) Well-ventilated

---

b) Naked flame

---

c) Hazardous substance

---

4) What could you do if you need help understanding a MSDS or a chemical's label.

---

---

5) List three causes of accidents in using chemicals.

a) \_\_\_\_\_

b) \_\_\_\_\_

c) \_\_\_\_\_

- 6) Jim stored some pink-coloured sanitiser in a soft drink bottle in the cupboard. He wrote what was in the bottle in texta on the label.

a) What if anything did he do wrong?

---

---

b) What should he have done?

---

---

# The Working Environment

It is best to:

- have lots of natural light or anti-glare lighting
- be in a comfortable temperature at work – not too hot and not too cold
- drink extra water if you work in an air-conditioned or very hot area
- use the correct posture for each job
- prevent Occupational Overuse Syndrome (OOS) by having rest and exercise time.

## Sitting

Places such as hotels, motels and clubs often have computers in the foyer or reception area of the hospitality premises.

Computers are used to confirm customer bookings, time and date of arrivals and departures and to bill customers for the goods and services they have received.

Computers may also be found in the kitchen office. These are used for ordering and word-processing of letters, menus and other workplace documents.

When using the computer make sure that the monitor, keyboard, chair and desk are comfortable and adjusted.

## Standing

If standing the desk should be at a height that allows you to reach the keyboard comfortably.

When working in the kitchen the bench height should be at a height that allows you to reach the chopping board comfortably.



## **Lifting and carrying**

A common workplace injury is to the back. This is caused by using unsafe lifting practices.

Preventing back injuries

Prevent strains and injuries from lifting by:

- protecting feet with sensible footwear
- lifting with leg muscles
- having a secure footing and come up straight
- using a cart or trolley for heavy goods.

## **Moving large bulky items**

- This should be done by two people on a trolley/lifter
- If the article is being lifted from the floor, two people should lift together.



## ACTIVITY

# The Working Environment

- 1) List some of the features of a good working environment.

---

---

---

- 2) What should you check before starting work at a computer?

---

---

---

- 3) Simone has just started work in a new kitchen. She is not very tall and the bench heights are higher than usual.

What could Simone do to solve this problem?

---

---

---

- 4) At what height should a computer monitor be?

---

- 5) Put this sentence about preventing back injuries in the correct order.

using unsafe lifting practices / caused by / Back injuries are / at work.

---

---

- 6) Why is sensible footwear needed when lifting heavy items?

---

---

- 7) How should you lift a really heavy item?

---

---

# Emergency Procedures

An emergency is any act or event that has the potential to harm people or property. The main focus of an emergency situation should be making sure that everyone is safe.

## Types of emergencies

Some of the types of emergencies that may be found in a hospitality establishment are:

- fire or explosion
- gas leak
- problems with the ventilation system
- bomb threat or explosion
- natural disaster, flood, cyclone.

## Evacuate or not

An evacuation is when everyone leaves the building because of an emergency situation.

All employees should know what the emergency evacuation procedures are for where they work.

There will usually be someone who is responsible for telling staff and customers that it is necessary to evacuate. However all employees should use their own judgement.

## What to do in an emergency

If an employee is the first to find out about an emergency situation the following steps should be taken:

- Notify emergency services – dial 000.
- Warn management, staff and customers.
- Help evacuate the guests, if needed – do not use the lift in case of fire.
- Check all rooms that everyone has left the building.

## In an Emergency

- Dial 000.
- If you have a fire, ask for the fire brigade.
- If someone is sick, ask for an ambulance.
- If there is a robbery, bomb threat or murder, ask for the police.



## ACTIVITY

# Emergency Procedures

1) What is an emergency?

---



---

2) Give some examples of possible emergencies in a hospitality establishment.

---



---

3) What is an evacuation?

---



---

4) Khan is a new employee in a large busy hotel. It is the end of the first week and he doesn't know what the emergency and evacuation procedures for the hotel. What should Khan do? (There may be more than one correct answer.)

- a) Not worry, there plenty of time to find that out
- b) Ask his supervisor
- c) Ask a co-worker
- d) Just rely on the information about emergencies that he knows from other workplaces
- e) Look around for some written information

- 5) Khan has decided to ask Ken, his supervisor. Write down what he should say.

---

---

---

---

---

- 6) Why is it important not to use the lift if there may be a fire?

---

---

# Fire Prevention

Hospitality establishments must have fire-prevention measures in place. These include:

- having emergency procedures, training staff and practicing evacuation
- having fire fighting and emergency systems and equipment
- training staff in the use of fire extinguishing equipment
- having emergency procedures through the building, including in guests rooms.

What employees should know

- The layout of the building
- Location of the:
  - fire exit
  - fire extinguisher
  - fire alarms
  - fire and smoke doors
- How to prevent fires caused by:
  - smoking
  - chemicals
  - hot oils and fats
  - faulty electrical equipment
- How to check electrical appliances:
  - do not use appliances with frayed cords, damaged plugs or anything faulty
  - avoid electrical hazards – water and electricity do not mix
- The importance of not obstructing doorways or escape routes.

## What to do in a fire emergency

- Notify the fire brigade by alarm, telephone or through reception.
- Warn management, staff and customers.
- Help evacuate the guests – do not use the lift.
- Check all rooms that everyone has left the building.
- Use fire extinguishers only if there is no risk to life or of injury.



- *If in doubt, leave the fire.*

**Type of Fire****Extinguisher to Use**

paper, rubbish

water

oil, fat

Carbon dioxide, foam, fire blanket

electrical

carbon dioxide, dry powder

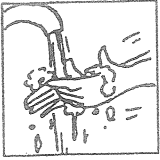
clothing

fire blanket

In the kitchen be aware of what fire extinguishers there are and the type of fire they can safely be used on.

**Fire extinguishers**

Type of extinguisher	Colour code	Type of fire
Water	Red	Ordinary combustibles
Foam	Blue	Flammable liquids
Carbon dioxide	Red with black band	Flammable liquids and electrical equipment
Dry chemical	Red with white band	Flammable liquids and electrical equipment




---

 ACTIVITY
 

---

## Fire Prevention

- 1) Use the words from the box below to complete the sentences about the fire prevention measures.

equipment	staff	emergency	guests	use
procedures	the	measures	systems	must

- Hospitality establishment \_\_\_\_\_ have the following fire prevention \_\_\_\_\_ in place:
- Having \_\_\_\_\_ procedures, training \_\_\_\_\_ and practicing evacuation
- Having fire fighting and emergency \_\_\_\_\_ and \_\_\_\_\_
- Training staff in the \_\_\_\_\_ of fire extinguishing equipment
- Having emergency \_\_\_\_\_ through \_\_\_\_\_ building, including in \_\_\_\_\_ rooms.

- 2) Write the five main things employees should know about fires in your own words.

a) How the levels, rooms and stairs in the building are arranged

b) \_\_\_\_\_

c) \_\_\_\_\_

d) \_\_\_\_\_

e) \_\_\_\_\_

3) What does extinguish mean?

---



---

4) What should an employee do if the fire alarm rings?

---



---

5) Use a line to match up the type of fire with the right method of putting out the fire.

### Type of fire

ELECTRICAL

PAPER RUBBISH

OIL, FAT

CLOTHING

CHEMICAL FUMES

### How to put out fire

FIRE BLANKET

CARBON DIOXIDE  
FOAM FIRE BLANKET

WATER

CARBON DIOXIDE  
DRY POWER

DIAL 000

6) Carry out a survey of the location and different types of fire extinguishers at school or at work placement.

Type of extinguisher	Type of fire	Location

# Security

There are three main areas that need safety and protection in a hospitality establishment.

- 1) Guests and their property
- 2) Staff and their property
- 3) The hospitality building and its contents.

Every hospitality establishment has a legal duty to provide a safe and secure place for guests and employees.

Prevention is the best way of keeping a hospitality establishment safe and secure.

## Robberies and theft

Robberies are when strangers force their way in and ask for or take money or property. When a robbery happens it is most important to maintain human life.

Theft is when a person such as an employee or customers takes money or goods they do not own.

## Preventing robberies and theft

Prevent robberies and theft by:

- not keeping large amounts of cash
- banking takings regularly
- varying the time that banking is done
- using alarms and/ or surveillance equipment.
- suggesting that guests remove valuables from rooms and cars.
- following up the stealing by guests of property from their rooms
- making sure that staff have control over their keys and report anything that is suspicious.

## Unusual events and suspicious people

Hospitality staff should watch for unusual events that may be a security risk.

- Report suspicious people and events, for example people in rooms that should not be there.
- Report unattended parcels or luggage to supervisor.

## Lost and found procedures

- Keep good records of anything that is lost.
- Hand in things that you find immediately.
- Fill in details of what, where, and when found.

## Key control

Keys and locks can be used to help keep property safe. It is important to control the use of keys if they are to do their job.

- Never give a pass key to anyone
- Only authorised staff should have keys
- Return lost keys to the front desk
- Announce guest's room number quietly
- Lock storage cupboards and rooms.

## Security of guests and their property

- Keep guest information confidential.
- Delivery flowers/packages to guests yourself.
- Keep the door open when cleaning.
- Do not handle guests property except when tidying.
- Encourage guests to use the safe for valuables.



## ACTIVITY

# Security

1) What are the three main areas that need security in a hospitality establishment?

a) \_\_\_\_\_

b) \_\_\_\_\_

c) \_\_\_\_\_

3) What is a robbery?

---

---

---

4) What is theft?

---

---

---

5) Match up the security term with its correct description or instruction

Fire	People affected by alcohol or drugs may not be easy to remove from premises, they can become harmful.
Robbery	Can be a bomb threat, flood, earthquake, building collapse or fires.
Theft	Some areas are locked and only the employer has the keys. Do not leave keys lying around, keep them secure.
Unusual events	People who do not belong in the area.
Key control	When smoke can be smelt there is usually fire. Check for the location.
Suspicious or unusual characters	Some premises have a safe to store valuables. Guests and staff should have confidence that their belongings are safe on the premises.
Requesting undesirables to leave premises	When strangers force their way into premises to take money or goods. Sometimes armed with a weapon.
Security of property	When a person, guest or staff take money or goods that don't belong to them.

6) Fill in the gaps with the following words to complete the sentences about security.

theft	key	control	harm	property	earthquake	bomb
building	flood	collapse	fire	robbery	security	unusual

1) Taking goods or money that do not belong to you is called \_ \_ \_ \_.

2) An unusual event can be a f\_ \_ \_ \_ , b\_ \_ \_ , e\_ \_ \_ \_ \_ \_ \_ \_ or

b\_ \_ \_ \_ \_ c\_ \_ \_ \_ \_.

3) People who are undesirable on the premises may be asked to leave.

Sometimes by removing them they can \_ \_ \_ \_ others.

4) The protection of guests and staff on the premises is called s\_ \_ \_ \_ \_

of p\_ \_ \_ \_ \_.

5) When a stranger forces entry into a premises to take money or goods this is

called a r\_ \_ \_ \_ \_.

6) Where there is smoke there is probably a f\_ \_ \_ . Check it out.

7) Only people in authority have k\_ \_ c\_ \_ \_ \_ \_ .

8) People who are not usually on the premises must be remembered as

\_ \_ \_ \_ \_ characters.

6) Read the following scenario and answer the questions below.

At 7pm on a busy Saturday evening the telephone rang in the kitchen. The busy kitchen hand picked it up. "Hello Sogo's Restaurant here, may I help you?" said the kitchen hand. "Good evening I'm Marjorie" said the cheery voice. "I have put a bomb in your colorm. It will explode in an hour. Goodbye", she said.



a) What should the kitchen hand do?

---

b) What types of details might it be important to remember if you received such a call?

---

7) For each security problem circle the most correct strategy and write a reason for your answer.

In case of fire	Leave via lift or Leave via fire exit	
In case of robbery	Co-operate with the robber or Try to stop the robber from leaving	
In case of a bomb threat	Write or listen carefully or Hang-up or call supervisor	
In case of being asked to lend keys	Always lend keys to other staff or Never lend keys to other staff	
In case of undesirable characters	Call security or supervisor or Remove them safely yourself	
In case of unusual character	Report to your supervisor or Ignore them	
In case of an unusual event	Try to be a hero or Stay calm, don't panic	
In case of seeing theft	Tell your supervisor or Keep it to yourself	

7) Jacinta found a wallet on the restaurant table. What should she do?

---

---

8) The telephone rang in the kitchen. The caller wished to know if Mr Andretti was dining in the restaurant. What should the chef say?

---

---